

Metro's Profile

Los Angeles County Metropolitan Transportation Authority (Metro) is unique among the nation's transportation agencies. It serves as transportation planner and coordinator, designer, builder and operator for one of the country's largest, most populous counties. More than 9.6 million people – nearly one-third of California's residents – live, work, and play within its 1,433-square-mile service area.

Metro's Vision Statement

Metro provides excellence in service and support.

Metro's Mission Statement

Metro is responsible for the continuous improvement of an efficient and effective transportation system for Los Angeles County.

Metro Title VI Report Purpose

The purpose of the Title VI Program Update is to document the steps Metro has taken and will take to ensure that Metro provides services without excluding or discriminating against individuals on the basis of race, color and national origin. In addition to the Title VI protected categories, Metro will take steps to ensure that our programs and activities do not exclude or discriminate against low-income individuals or other classes protected by Federal or State law.

TABLE OF CONTENTS

INTRODUCTION	1
GENERAL REQUIREMENTS	
1. Notification to Beneficiaries of Title VI Protections	1
2. Title VI Complaint Procedures and Complaint Form	2
3. Record of Title VI Investigations, Complaints, or Lawsuits	2
4. Public Participation Plan	4
5. Meaningful Access to Limited English Persons	5
6. Minority Representation on Planning and Advisory Bodies	6
7. Subrecipient Assistance and Monitoring	16
8. Determination of Site or Location of Facilities	17
REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS	
9. System-wide Service Standards and Policies	18
10. Collection and Reporting of Demographic Data	18
11. Monitoring of Transit Service	20
12. Equity Evaluation of Service and Fare Changes	21
13. Metro Board Approval for 2016 Title VI Program Update	24

APPENDICES

- A. November 3, 2013 FTA letter Regarding Metro Title VI Program Update Due Date
- B. Civil Rights Notice and List of Locations
- C. Civil Rights Policy
- D. Civil Rights Complaint Form
- E. List of Transit-Related Title VI Investigation and Complaints
- F. Public Participation Plan
- G. Summary of Public Outreach Efforts
- H. Limited English Proficiency /Four Factor Analysis and Language Assistance Plan
- I. Subrecipient Schedule of Title VI Program Update Due Dates
- J. Board Report and Minutes Approving the Title VI Equity Analysis for the Rosa Parks/Willowbrook Metro Station
- K. System-wide Service Standards and Policies
- L. Demographic and Service Profile Maps and Charts
- M. Demographic Ridership Surveys and Language Cards
- N. Board Report Reporting Results of Service Monitoring
- O. Title VI Service Equity Analyses
- P. Title VI Fare Equity Analyses
- Q. Title VI Major Service Change Policy, Disparate Impact and Disproportionate Burden Policies Presentation to Service Councils
- R. Board Approval of Metro's 2016 Title VI Program Update

INTRODUCTION

The Los Angeles County Metropolitan Transportation Authority (Metro) has prepared this Title VI Program Update in compliance with Title 49 CFR Section 21.9(b) and with the Federal Transit Administration (FTA) Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012.

This Title VI Program Update is being submitted to the FTA in accordance with the FTA's Concurrence letter sent to Metro on November 6, 2013. In November 2013, the FTA informed Metro that our Title VI Program Update, submitted on September 30, 2013, met the requirements set out in the FTA Title VI Circular, 4702.1B and that that our Title VI Program Update would be due October 1, 2016. A copy of this letter is included in **Appendix A**. This Program Update will cover the time period from October 1, 2016 to October 1, 2019.

This plan was prepared to ensure that the level and quality of Metro's transit services are provided in a non-discriminatory, safe, reliable and equitable manner. Metro ensures that full and fair participation is offered to all those that reside, work, and travel throughout Los Angeles County.

Any questions regarding this Title VI Program Update can be directed to Dan Levy, Chief of Civil Rights Programs Compliance, at levyd@metro.net or Jonaura Wisdom, Director of Civil Rights and Equal Employment Opportunity, at wisdomj@metro.net.

GENERAL REQUIREMENTS

This section addresses the General Requirements of FTA Circular 4702.1B. The following information addresses the reporting requirements as described under Chapter III of the Circular. Supporting documentation can be found in the Appendix to this report.

1. Notification to Beneficiaries of Title VI Protections

Metro is committed to ensuring that the public is aware of the rights and protections afforded to them under Title VI. In accordance with Title 49 CFR Section 21.9(d) and guidance provided in FTA Circular 4702.1B, Metro's Civil Rights Policy includes:

- I. A statement that the agency operates programs without regard to race, color, or nation origin;
- II. A description of the procedures that the public should follow in order to request additional information regarding Metro's Title VI obligations;
- III. A description of the procedures that the public needs to follow in order to file a Title VI discrimination complaint.

Metro's Civil Rights Policy can be found on the Metro website at: <http://www.metro.net/about/civil-rights-policy/>.

Notice regarding Metro's Civil Rights Policy has been disseminated throughout Metro's rail and bus system. Metro's Notice of Civil Rights also contains a statement that Metro operates its programs

without regard to race, color, or national origin and provides a phone number for customers to call to get information regarding Metro's Title VI obligations and the procedure for filing a Title VI discrimination complaint.

Metro's Notice of Civil Rights has been placed in backlit cases in almost all rail stations. It has also been posted on all 25 floors of Gateway Plaza, Metro's headquarters, as well as in all of Metro's Divisions. A "take-one" brochure of the notice was also placed on buses. The notice is also available at Metro's Customer Centers.

The Civil Rights Notice in the backlit cases and the brochures have been translated into the nine languages identified in Metro's Language Assistance Plan: Spanish, Korean, Chinese, Japanese, Armenian, Russian, Vietnamese, Khmer, and Thai. The Civil Rights Policy found on Metro's website has also been translated into the nine languages and with the assistance of Google Translate, may be translated into seven additional languages.

Metro's Civil Rights Notice, including photos of the backlit cases and take-ones, along with a list of all of the locations the Civil Rights Notice has been placed, are included in **Appendix B**.

2. Title VI Complaint Procedure and Complaint Form

As part of Metro's commitment to ensuring that no person is discriminated against on the basis of race, color, national origin, or any other federal and/or state protected category, and to ensure compliance with 49 CFR Section 21.9 (b), Metro has developed The Civil Rights Policy which includes procedures for investigation and tracking Title VI complaints. Metro policy is to investigate complaints that are filed in writing within 180 days from the date of the alleged discrimination in which the complainant alleges discrimination on the basis of race, color, or national origin. Each complaint alleging discrimination based on race, color, or national origin is categorized as a Title VI complaint and investigated according to Metro's Title VI Complaint Procedure.

The policy can be found on Metro's website at: <http://www.metro.net/about/civil-rights-policy/>

Translated versions of the procedure and complaint form can be accessed by clicking the tab titled "Additional Languages" or by utilizing the Google Translate application on Metro's website.

A copy of the Civil Rights Policy is included in **Appendix C**.

The Complaint Form in English is included in **Appendix D**.

3. Record of Title VI Investigations, Complaints, or Lawsuits

In order to comply with 49 CFR Section 21.9(b), Metro's Office of Civil Rights maintains a list of all active complaints, investigations, and lawsuits naming Metro, on the basis of race, color, and/or national origin. This list includes the date of the complaint, investigation or lawsuit; a summary of the allegations; and the status of the complaint, investigation, or lawsuit; and the actions taken in response to the complaints, investigations, and lawsuits. To date, Metro has a total of 46 Title VI complaints.

Metro personnel that customers most commonly interact with are Bus Operators. It is, therefore, not surprising that the majority of Title VI complaints involve customers alleging discrimination by a bus operator. In all cases, the complaint is sent to the operator's division manager and to the Office of Civil Rights (OCR) group by Customer Relations. The complaint is reviewed by the division manager, or the designee of the division manager, who takes a statement from the operator and sends a transcript of the statement to OCR.

Metro buses are equipped with a digital recording device. Additionally, approximately 950 out of 2200 buses are equipped with audio recording devices. When a Title VI complaint is received alleging discrimination by a bus operator, it is Metro's procedure to pull the portion of the digital recording that would likely cover the time frame implicated by the complaint. The recording is reviewed by the division manager who then prepares a report and sends the report to OCR. This report contains information regarding the bus operator's version of events, the division manager's observations of the ¹recording, a history of all complaints against the operator for the prior 36 months, and disciplinary actions taken in response to any complaints.

All division reports are reviewed by investigators in the OCR group. The investigators have discretion to ask the division manager for more information about the incident, including asking follow-up questions to the operator. The investigator may also review the digital recording themselves, reach out to any witnesses to the incident for follow-up, and ultimately make recommendations regarding disciplinary actions if it is determined that there is merit to the complaint. In some instances, depending on the circumstances presented in the complaint, investigators will request a Mystery Ride² to gain insight generally into how the operator approaches customer service and specifically to observe for any other instances of discriminatory animus.

After the investigator reviews all of the available information, a report is written that analyzes the information presented in the underlying complaint, the evidence received in the investigation undertaken, and concludes with a finding of substantiated or unsubstantiated depending on what the evidence reveals. When a determination is made that a Title VI complaint has merit, operators or other Metro personnel are disciplined appropriately and in accordance with Metro policy, the Metro Bus Operator Rulebook & Standard Operating Procedure, applicable Collective Bargaining Agreements, or other employment contracts. In instances where no merit is found, or disciplinary action is not warranted, operators may be provided with consultation and updated training.

The process for formally closing complaint investigations requires three levels of review. All complaint investigations are reviewed by the Director of EEO Programs and Office Civil Rights -, the Chief of OCR and County Counsel. Once all three parties have reviewed the complaint and findings, the complaint is formally closed and a letter is sent to the complainant and respondent stating that an investigation was conducted and that the matter is closed.

A list of Metro Title VI related complaints, investigations and lawsuits from August 1, 2013 to July 31, 2016² is included in **Appendix E**.

4. Public Participation Plan

Pursuant to FTA Title VI regulations and FTA guidance 4702.1B, Metro has updated its Public Participation Plan. This Public Participation Plan has been updated and assembled to capture the methods, innovations and measurements of the agency's commitment to not just meet, but exceed the prescribed requirements of the FTA Circular 4702.1B, citing Metro's responsibilities to limited English Proficient Persons, minority communities, low-income communities, and communities with disabilities. Additionally, the Public Participation Plan integrates principles of FTA Circular 4703.1, guiding Metro on integrating principles of Environmental Justice into the transportation decision-making process.

From February 2016 to March 2016, Metro presented a draft of the Public Participation Plan to our various stakeholders and solicited our stakeholders' feedback; this group included all individuals who reside, work and travel within Los Angeles County. The public outreach resulted in valuable feedback that Metro incorporated into the Public Participation Plan to ensure that our public engagement practices are inclusive of all our stakeholders. The Public Participation Plan can be found in **Appendix F**.

A summary of Metro's public participation and outreach efforts since October 2013 is included in **Appendix G**.

5. Meaningful Access to Limited English Persons

Metro supports the goals of Title VI of the Civil Rights Act of 1964, Federal Executive Order 13166 and the Department of Transportation's (USDOT) Limited English Proficiency (LEP) Guidelines by making reasonable accommodations for those individuals with limited English proficiency (LEP) and by providing meaningful access to our services and programs to LEP individuals.

According to the US Department of Transportation's (USDOT) guidance concerning persons with limited English proficiency (LEP), the extent of the Federally-funded recipient's obligation to accommodate LEP populations is determined by balancing the following four factors:

- Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee of Federal funding,
- Factor 2: The frequency with which LEP individuals come in contact with the program
- Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives
- Factor 4: The resources available to the recipient

Metro updated the 2013 Four Factor Analysis in order to determine the language assistance needs of our stakeholders. Metro then utilized the results of the updated Four Factor Analysis to create a

² Metro's Board report cycle necessitates that the cutoff date for the complaint reporting end before the October 1, 2016 due date. Metro is willing to provide information relating to the balance of this period at the FTA's request.

language assistance plan detailing the level of appropriate language outreach. The Language Assistance Plan highlights the ways in which Metro is committed to providing language assistance to our customers.

Metro’s Four Factor Analysis and Language Assistance Plan can be found in **Appendix H**.

6. Minority Representation on Planning and Advisory Bodies

Pursuant 49 CFR Section 21.5 (b)(1)(vii) and the requirements set forth in FTA C 4702.1B, Metro maintains a list depicting the racial breakdown of the membership of its transit-related non-elected planning boards, advisory councils and committees. The boards, councils, and committees are as follows:

- i. Service Councils
- ii. Transportation Business Advisory Council (TBAC)
- iii. Citizen’s Advisory Council (CAC)
- iv. Accessibility Advisory Committee (AAC)
- v. Independent Citizens Advisory Committee
- vi. Boyle Heights Design Review Advisory Committee
- vii. Regional Connector Transit Project Community Leadership Council
- viii. Crenshaw/LAX Transit Project Community Leadership Council

Table Depicting the Racial Breakdown of Committees

Body	Caucasian	Latino	African American	Asian American	Native American	Other	Total No. Members
Service Councils	46%	34%	9%	9%	2%	0%	44
Transportation Business Advisory Council	0%	25%	6%	13%	6%	50%	16
Citizens Advisory Council	65%	25%	5%	5%	0%	0%	17
Accessibility Advisory Committee	55%	25%	5%	10%	5%	0%	20
Independent Citizens Oversight Committee	100%	0%	0%	0%	0%	0%	4
Boyle Heights Design Review Advisory Committee	11%	89%	0%	0%	0%	0%	19
Regional Connector Transit Project Community Leadership Council	62.5%	0%	0%	37.5%	0%	0%	8
Crenshaw/LAX Transit Project Community Leadership Council	9.5%	4.7%	66%	4.7%	0%	14%	21

Description of Efforts Made to Encourage Minority Participation

i. Service Councils

Metro’s Service Councils advise on Metro services in five geographic regions; Gateway Cities (Southeast LA County), San Fernando Valley, San Gabriel Valley, South Bay Cities and Westside/Central. This [map](#) illustrates the five service council areas:



Metro Service Council Appointments Overview

The purpose of Metro Service Councils is to improve bus service and promote service coordination with municipal and local transit providers. The Service Council's primary responsibilities are to receive presentations on proposed Metro bus service changes from Metro staff, community input on proposed service modifications, conduct public hearings for major service changes, and to render decisions on proposed bus route changes considering staff recommendations and public comments. Metro has five Service Councils, each representing a distinct region of Metro’s service area. Those regions are: Gateway Cities, San Fernando Valley, San Gabriel Valley, South Bay, and Westside/Central.

The Service Councils are composed of transit users, local leaders, and/or elected officials that live, work or represent the region from which they are appointed; at least fifty percent of each Council members shall be regular users of public transit services. Each Service Council is comprised of nine Members that

serve a term of three years; terms are staggered so that the terms of three of each Council's nine members expire annually on June 30. Incumbent Members can serve additional terms if re-nominated by the nominating authority and confirmed by the Metro Board; there are no term limits.

Potential Service Council Members are nominated for appointment by the respective Service Council nominating authorities. Nominations are gathered by Metro Service Council staff and submitted to the Board of Directors for approval. A few months prior to the expiration of a Representative's term, Metro Service Council staff notifies the nominating authorities and asks them to submit a nomination for their incumbent representatives to serve another term or to submit the name and resume of a new nominee. Generally, due to the specific nature of knowledge and the institutional history that is preserved by maintaining some incumbents on each of the Councils, the nominating authority approaches incumbent representatives to verify whether they would like to continue to serve on their respective council; usually the incumbents choose to remain on the Council.

Service Council Members occasionally resign at the end of their terms or prior, for various personal or professional reasons. In those instances, the nominating authorities are contacted to submit the nomination of a replacement candidate to serve the remainder of the term. The replacement nomination is then submitted by Service Council staff to the Metro Board for approval as soon as the process can be completed.

Each Service Council has its own schedule of nominating authorities. Those authorities are as follows:

Gateway Cities Service Council Nominating Authorities

All Gateway Cities Services Council Members are nominated by the Gateway Cities Council of Governments (COG). The Gateway Cities COG represents 27 cities in the Harbor Gateway region as well as portions of unincorporated Los Angeles County. The Gateway Cities COG has determined that its appointments to the Council shall include a majority of public transit users and not exceed four (4) elected officials. In order to solicit applications for nominees to fill vacant Council seats of elected officials, the COG solicits applications by direct notification sent to all mayors and city council members in the Gateway Cities region. In order to solicit applications for nominees to fill vacant Council seats for non-elected officials, the COG places advertisements in regional publications that serve the Gateway Cities region.

Currently, five of the Gateway Cities Service Council Members are in their first term, one member is in his second term, one member is in his third term, and two members have served on the Council since its inception in 2003.

San Fernando Service Council Nominating Authorities

Four of the nine seats on the San Fernando Service Council are nominated by the Office of the Mayor of Los Angeles. To fill any vacancies, the Mayor's Office generally solicits potential appointee names and resumes from its network of transit advocates. Then any potential appointees are reviewed in relation

to the make-up of the current council. Appointees representative of the diversity (both geographic and ethnic) that may be lacking on the Council are interviewed and the Office of the Mayor then makes its selection.

Two seats are allocated to an East Valley cluster of cities, which includes Burbank, Glendale, and San Fernando. When either of those seats is vacant or terms are expiring, Metro Service Council staff notifies the mayors and city managers of each city within the cluster to request that they submit nominations to fill the expiring Council Member terms or vacancies. If more than one nomination per city cluster is received, Metro Service Council staff then asks all of the cluster cities to decide amongst themselves which of the nominees they wish to have appointed. Generally, the city clusters nominate a city employee who works in a transit-related position or a city council member who is involved in local transit issues.

One seat each is allocated to the Offices of the Los Angeles County 3rd District Supervisor and the 5th District Supervisor. In order to fill their Service Council vacancies, both the Office of the 3rd District Supervisor office solicit potential appointee names and resumes from their networks of transit advocates. Potential appointees are reviewed on a number of factors including current composition of the council, experience in transit advocacy and knowledge of the transit issues impacting their geographic area. The goal in making the final selection(s) is to have a council representative of the ethnic and cultural diversity of the district.

One seat is allocated to the Las Virgenes-Malibu Council of Governments (COG). As there is limited Metro bus service to the Las Virgenes-Malibu COG's region, the COG generally looks to people that have some familiarity with the needs of those cities.

Currently, five of the San Fernando Valley Service Council Members are in their first terms, two members are in their second terms, one member is in his third term, and one member has served on the Council since its inception in 2003. There is currently one vacancy on the San Fernando Valley Service Council.

San Gabriel Valley Service Council Nominating Authorities

Three of the seats on the San Gabriel Valley Service Council are nominated by the San Gabriel Valley Council of Governments (SGVCOG). When the SGVCOG has vacancies, the COG sends notifications through its Governing Board, which is made up of area elected officials, and its Transportation Committee which is composed of city delegates, their alternates, and/or city-appointed staff. The SGVCOG has an informal practice of having at least one of its seats occupied by an elected official at all times. The SGVCOG also strives to have at least one transit user or individual with extensive knowledge of the transit system occupy at least one of its seats at all times. Any vacancies of a transit user seat are filled by soliciting nominations from the SGVCOG's Governing Board and its Transportation Committee. Applications for any vacancies are then reviewed by the Transportation Committee, and selection is

made based on applicant knowledge of the region's transportation issues and existing regional representation on the Council.

One seat each is allocated to the Offices of the Los Angeles County 1st District Supervisor and the 5th District Supervisor. In order to fill their Service Council vacancies, the Offices of the 1st and 5th District Supervisors solicit potential appointee names and resumes from their networks of transit advocates. Potential appointees are reviewed on a number of factors including current composition of the council, experience in transit advocacy and knowledge of the transit issues impacting their geographic area(s). The goal in making the final selection is to have council representative(s) of the ethnic and cultural diversity of the district.

The remaining four seats are nominated by clusters of cities. The city clusters are:

- Alhambra, San Gabriel, South Pasadena, and San Marino
- Arcadia, El Monte, and Temple City
- Montebello, Monterey park, and Rosemead
- Pasadena, Sierra Madre, and La Cañada Flintridge

For those seats nominated by clusters of cities, Metro Service Council staff notifies the mayors and city managers of each city within the cluster, requesting that they submit nominations to fill any expiring Service Council Member terms or vacancies. If more than one nomination per city cluster is submitted, then the cluster cities are asked to decide amongst themselves which of the nominees they wish to have appointed. Generally, the city clusters nominate a city employee who works in a transit-related position or a city council member who is involved in area transit issues.

Currently, one of the San Gabriel Valley Service Council Members is in her first term, two members are in their second terms, three members are in their third terms, one member is in his fourth term, and two members have served on the Council since its inception in 2003.

South Bay Service Council Nominating Authorities

All South Bay Service Council Members are nominated by the South Bay Cities Council of Governments (SBCCOG). The SBCCOG is a joint powers authority of 16 cities and the County of Los Angeles. The SBCCOG Board of Directors has previously stated a strong preference that transit users or those familiar with the South Bay transit services be selected to serve as council members and in no case shall elected officials represent a majority of the Service Council. The SBCCOG also works to ensure that one position be filled by a representative from one of the South Bay's municipal transit providers.

To recruit nominees to serve on the South Bay Service Council, the SBCCOG circulates a Call for Nominations among their regions' elected officials, city managers, city clerks and working groups of the South Bay Cities COG. The SBCCOG's Steering Committee then reviews nominations and forwards their

recommendations to the SBCCOG Board, which approves the nominations and forward to Metro for approval by the Metro Board.

Currently, four of the South Bay Service Council Members are in their first terms, one member is in her second term, one member is in his third term, two members are in their fourth terms, and one member is in his fifth term.

Westside/Central Service Council Nominating Authorities

Four of seats on the Westside/Central Service Council are nominated by the Office of the Mayor of Los Angeles. To fill any vacancies, the Mayor's Office generally solicits potential appointee names and resumes from its network of transit advocates. Then any potential appointees are reviewed in relation to the make-up of the current council. Appointees representative of the diversity (both geographic and ethnic) that may be lacking on the Council are then interviewed and the Office of the Mayor makes its selection.

Three of the seats are nominated by the Westside COG. The Executive Director of the Westside COG has recently resigned; the COG is currently reexamining its mission, purpose and goals and has not yet determined whether it will continue to be a nominating authority for the Westside/Central Service Council. All of the current appointees are transit agency employees.

One seat each is allocated to the Office of the Los Angeles County 2nd District Supervisor and the 3rd District Supervisor. To fill any Service Council seat vacancies, the Offices of the 2nd and 3rd District Supervisors solicit potential nominee names and resumes from their networks of transit advocates. Potential appointees are reviewed on a number of factors including current composition of the council, experience in transit advocacy and knowledge of the transit issues impacting their geographic area(s). The goal in making the final selection(s) is to have a council representative of the ethnic and cultural diversity of the district(s). Once a nominee has been selected, the name is forwarded to Metro Service Council Staff to facilitate the Board approval process.

Currently, five of the Westside/Central Service Council Members are in their first terms, two members are in their second terms, and two members are in their third terms.

ii. Transportation Business Advisory Council (TBAC)

Small Business owners and interested parties are welcomed and encouraged to attend the monthly Transportation Business Advisory Council (TBAC) meeting. TBAC meetings provide small businesses a forum to discuss topics and issues impacting business owners throughout the contracting community. Particularly, TBAC advocates for small business owners to have increased access to Metro's procurement process.

TBAC meetings are beneficial for all business interests. The meetings feature a monthly speaker series, Metro current and future contract opportunities, legislation updates, and current trends in transportation.

TBAC is comprised of professional business associations representing an array of industries and trades. TBAC has been instrumental in working with the Diversity & Economic Opportunity Department (DEOD) to develop a successful path forward bridging relationships between small businesses and Metro.

Efforts are made to encourage representatives from minority, female and small business organizations to participate in TBAC at both internal and external business outreach events. Internal outreach events include, but are not limited to, monthly “How to do Business with Metro” workshops, “Meet the Prime” contractor events, “Meet the Buyers” events, “Meet and Greet” small and large businesses events for large projects, and other events at Metro. External events include, but are not limited to, “Orange County Transportation Authority (OCTA) Small Business Conference, Southern California Minority Business Development Council (SCMBDC) Business Enterprise Fair, Minority Enterprise Development (MED) Week – Mayor’s Office,” and a host of small and minority business organization events.

A typical list includes the following:

- Asian American Architects/Engineers Annual Awards Dinner
- National Association of Minority Contractors Awards Dinner
- Latin Business Association Sol Business Awards Gala
- Black Business Association Procurement Summit / Expo
- Asian Business Association Annual Awards Banquet
- Women’s Transportation Seminar Expo
- Greater Los Angeles African American Chamber of Commerce Economic Awards Dinner
- National Association of Women’s Business Owners – Los Angeles Awards Luncheon
- Regional Hispanic Chamber of Commerce Conference
- American Indian Chamber of Commerce Luncheon
- Women’s Transportation Coalition Expo

TBAC Member organizations are appointed by the Metro Board of Directors.

iii. Citizens Advisory Council

On May 19, 1992, the governor signed AB 152 (Katz) into law. This act merged the Los Angeles County Transportation Commission and the Southern California Rapid Transit District and created Metro. As part of AB 152, Metro was to establish a Citizens’ Advisory Council whose “membership shall reflect a broad spectrum of interest and all geographic areas of the County.”

The CAC consults, obtains and collects public input on matters of interest and concern to the community and communicates the CAC’s recommendations with respect to such issues to Metro. Issues may also be assigned to the CAC by Metro for its review, comment and recommendation. The CAC meets twice

monthly, once at the beginning of the month for their Executive Committee Meeting, and once towards the end of the month for the General Assembly Committee Meeting. Every Board member may appoint up to four members to the CAC. The CAC consults, obtains and collects public input on those matters of interest and concern to the community and communicates key feedback and CAC recommendations with respect to such issues to the Metro Board and staff.

Each member of the Metro Board of Directors nominates four public members to the CAC to serve at the pleasure of the appointing Board member.

To fill seat vacancies, the Offices of District Supervisors solicit potential nominee names and resumes from their networks of transit advocates. Potential appointees are reviewed on a number of factors including current composition of the council, experience in transit advocacy and knowledge of the transit issues impacting their geographic area(s). The goal in making the final selection(s) is to have a council representative of the ethnic and cultural diversity of the district(s). Once a nominee has been selected, the name is forwarded to chair of the CAC to facilitate the Board approval process. In order to promote diversity and public access to information, the CAC web page has been updated to accommodate multiple language translations, and any member of the public wishing to have meeting materials in a different language are at the meeting are able to notify Metro staff with such translation requests or other needed special accommodations. Additionally, CAC Meeting Agendas and materials are regularly translated into Braille, typically per monthly requests made by a CAC Member who is blind.

iv. Accessibility Advisory Council

Metro strives to ensure that its services are fully accessible to all of our customers, including those with disabilities. The AAC provides advice to Metro on policy and allocation issues affecting transportation of older adults and persons with disabilities. The AAC recruits members based on several criteria; the most important being strong familiarity with, and close connection to, communities with disabilities. Individuals are also required to demonstrate some knowledge of transit. Selections to the committee are made keeping in mind the demographics, both geographic and racial/ethnic, of the county. This is accomplished through extensive outreach to elected officials and organizations within the community. In addition, Metro promotes diversity on the Council by providing language interpretation services for Limited English Proficient members on the council.

v. Independent Citizens Advisory and Oversight Committee

The Metropolitan Transportation Authority Reform and Accountability Act of 1998 (the Act) created the Independent Citizen's Advisory and Oversight Committee (ICAOC) to review transportation sales tax expenditures, hold public hearings and issue reports thereon. The Act mandates that the ICAOC be presented with the results of the initial local sales tax audit, as required by the Act, and thereafter, the annual local sales tax audit as required by the Act. The ICAOC will cause a summary of each audit to be published in local newspapers and make each audit report in its entirety available to the public in every library locate within Los Angeles County. The ICAOC holds public hearings on each audit and provides the MTA Board of Directors a report on the public comments to the audit.

The ICAOC consists of five (5) members. The membership of the ICAOC is not made on the basis of race, color, or national origin and each ICAOC member must live in the County of Los Angeles. No elected city, county, special district, state, or federal public officeholder will be eligible to serve as an ICAOC member. The ICAOC consists of the following members:

- One member appointed by the Chair of the Los Angeles County Board of Supervisors;
- One member appointed by the Chair of the governing board of the MTA;
- One member appointed by the Mayor of the City of Los Angeles;
- One member appointed by the Mayor of the City of Long Beach;
- One member appointed by the Mayor of the City of Pasadena.

vi. Boyle Heights Design Review Committee (DRAC)

Metro strives to carry out its mission and commitment to excellence in service and support and we do so by ensuring that we are accountable, first and foremost, to the public. Metro is dedicated to providing robust and inclusive public engagement opportunities that strengthen and deepen our relationships with our stakeholders. The Boyle Heights DRAC is one such example and was established to advise Metro on the design of Metro Joint Development (JD) projects within Boyle Heights. The DRAC also serves as the formal means through which the community members are involved in the evaluation of the JD projects and their design; and to act as representatives of residents, businesses, and institutions in the project area.

The DRAC is designed to maintain a fair representation of the Boyle Heights community and upholds their duties through the JD process until the final design for the project is complete. DRAC membership will be drawn from people who reside and/or work within the Boyle Heights neighborhood, with up to seventeen (17) members representing the following categories:

- Residential property owners
- Residential tenants
- Commercial property owners
- Design professionals from the community (architect, landscape architect, engineer, urban planner)
- Community organizations
- Business tenants/owners
- Students/Youth

Members shall not include persons or representatives of businesses who will likely be bidders/proposers/contractors/consultants for a Metro contract to be awarded concerning the Project sites. In addition, Metro promotes diversity on the DRAC by not selecting members on the basis of race, color or national origin, rather the DRAC is reflective of the demographics of the Boyle Heights community.

vii. Regional Connector Community Leadership Council

The Regional Connector Community Leadership Council (RCCLC) is an advisory group formed by the Los Angeles County Metropolitan Transit Authority (Metro) to provide sustained public involvement from all parts of the 1.9 mile light-rail alignment. The mission of the CLC is to foster, advance, and promote community-based dialogue and information-sharing regarding the needs and preferences of varied stakeholders on such matters as design, construction and public safety. In addition, members of the Leadership Council review and provide input on mitigations designed to address construction impacts per the Mitigation Monitoring and Reporting Program, specified as part of the project's Environmental Impact Report. The involved representatives serve both in an advisory capacity to Metro, and as liaisons to the wider group of station area project stakeholders including, but not limited to, local small businesses and residents, corporations, cultural, entertainment, tourism, and educational institutions. Updates on construction activities, mitigations, parking or access changes, marketing and advertising efforts available to sustain and/or enhance businesses are commonly raised. The CLC's charge also includes assessing how best to leverage this billion dollar transit investment to promote economic prosperity of communities.

Varied efforts are completed to maintain diverse leadership on the board ensuring the Regional Connector's Community Leadership station area co-chairs represent downtown's varied interests. The Leadership Council's Asian American leaders represent Little Tokyo, one of three remaining Japantowns in the United States, and one member represents the adjacent station area, 2nd Av/Broadway. The co-chairs of the council that are of Asian descent also are vested by virtue of land ownership, business interests, non-profit, and civic leadership. Of the four neighborhoods subject to Community Leadership Council monthly meetings, three are future station areas and one is engaged as the Los Angeles Financial District. Of the three station area councils, two are represented by leaders who identify as Asian American. However, co-chairs are also selected based on their desire to serve, knowledge of the responsibility, understanding of the area, whether representing non-profit, institutional, educational, business or a resident's perspective.

The search for volunteer co-chairs of the Leadership Council is achieved by working with existing council leaders and their community based networks to identify candidates. Project updates presented by Metro at community meetings often includes a summary on the Community Leadership Council's responsibilities. Also, the Community Leadership Council's Executive Committee Chair is often invited as a presenter, highlighting their charge while asking those who may be interested to come forward.

Since these project update meetings are held throughout the 1.9 mile route, this provides an opportunity for the public attending from each station area to be apprised of the opportunity to participate as a co-chair. In addition to the Executive Committee Chair, Co-chairs of the station area committees from Little Tokyo/Arts District, 2nd St/Broadway, 2nd Pl/Hope St and the Financial District are also introduced at various public meetings to engage with the public and to identify those who may wish to serve in the future.

Notices to Metro's list of area professional associations, organizations, committees, and ethnic press in downtown and social communication platforms are also tactics available to recruit ethnic leadership to ensure the areas distinct cultural and socio-economic interests are represented.

viii. Crenshaw/LAX Transit Project Community Leadership Council

In 2011, the surrounding communities of the City of Inglewood, City of Los Angeles, the County of Los Angeles, and Metro initiated a civic engagement process to ensure full community participation in the implementation of the Crenshaw/LAX Transit Project. A group of leading stakeholders including business, civic, faith, corporate and public safety officials were brought together to form what is known as the Crenshaw/LAX Community Leadership Council (CLC). Since inception, the CLC has worked to promote community-based dialogue around opportunities arising from the Crenshaw/LAX Line development and have engaged stakeholders with ongoing project activities along the Project alignment in a way that's equitable, beneficial, resourceful, and meets the needs of the community.

For more than four years, the CLC has participated in more than 75 project meetings, workgroups, and community events. These meetings have provided a platform to share concerns and develop solutions for priority issues such as expanding access to technical assistance and capital resources to small businesses impacted by construction, incorporating the Leimert Park and Westchester/Veterans stations in the scope of the project, enhancing safety outreach strategies to reach a wide audience of stakeholders and advocating for increase in diverse and disadvantaged small business subcontractors.

Strategies to reach low income population include holding meetings in transit-accessible locations and holding meetings at a variety of meeting times, evenings and weekends in order to allow for participation at multiple times. Many of the meeting announcements, flyers, advertisements, and other informational materials such as brochures are produced bilingually (in Spanish).

The CLC membership is comprised of stakeholders who:

- Live and/or work within the project area;
- Have specific knowledge about the communities served by the project;
- Reflect the diversity of the project area served; and
- Have membership or affiliation with one or more community organizations.

The CLC's membership is drawn from stakeholders who live and/or work within the boundaries of the Crenshaw/LAX Transit Corridor project area and include those with knowledge and background in the communities to be served by the project. The CLC is racially diverse, and includes representatives from small business, faith-based organizations, labor, local media, academia, local empowerment congress, chambers, local economic development corporations and law enforcement. CLC Members represent the following organization whose stakeholders and constituents include minority and low income groups: West Angeles Community Develop Corp, Earlez Grille, Empowerment Congress, Southern California Edison, GLAAAC, Metro Sheriff Department, Baldwin Hills Crenshaw Plaza, Los Angeles Urban League, Crenshaw Neighbors, Crenshaw Chamber of Commerce, Westchester Neighbors Association, Park Mesa Heights Community Council, First Church of God...Center of Hope, Inglewood Today, St. John's Chrysostom Church, Inglewood / Airport Chamber of Commerce, Southern California Edison and Faithful Central Bible Church.

7. Assisting and Monitoring Subrecipients

In accordance to FTA Circular 4702.1B, Metro is committed to ensuring that we distribute FTA funding without regard to race, color, or national origin and that our subrecipients are also in compliance with FTA Title VI regulations. Metro requires subrecipients to verify their compliance with FTA Title VI regulations by adhering to the requirements set forth in Circular 4702.1B and submitting a Title VI program to Metro on a triennial basis.

Since January 2013, Metro has had procedures in place to train and monitor all subrecipients with regard to FTA Title VI compliance. The dates for Title VI submission are assigned on a rolling basis as Metro currently oversees approximately 54 subrecipients.

Metro has continued with our Title VI Subrecipient Compliance Training program. Our training program consists on in-person, multimedia training to inform subrecipients of the FTA Title VI regulations and assist them with creating a Title VI Program for their organization.

Metro has and will continue to provide subrecipients with assistance in the form supplemental materials including:

- i. Sample documents: Title VI Program Updates, Notices to the Public, Complaint forms, Public Participation Plans, and Language Assistance Plans;
- ii. Demographic (Census) information; and
- iii. Tracking matrices to assist subrecipients with organizing their program updates and to allow Metro to document suggestions/corrections to a program update.

Metro's Civil Rights Compliance Administrator will conduct a full review of the subrecipient's Title VI Program Update. After a thorough review of the subrecipient's program update, Metro will determine if the update is compliant or noncompliant with Department of Transportation's (DOT) Title VI regulations. If the Program Update is compliant, Metro will send written notification informing the subrecipient of their compliance and the next triennial due date for their Title VI Program Update. If the subrecipient's Program Update is not fully compliant, Metro will inform subrecipients in writing of the deficient areas and offer assistance to cure the deficiencies. Metro's goal is to work closely with subrecipients to cure deficiencies within 30 days. All final subrecipient Title VI Program Updates will be stored electronically.

Metro will audit and monitor each subrecipient's Title VI Program. Metro's monitoring program will include documentation of any suggested changes made to the subrecipient's Title VI Program Update. Metro will also monitor subrecipients' websites to ensure ongoing compliance.

Periodic site visits will also be conducted as time and resources allow. During the site visits Metro will inspect the subrecipient vehicles and facilities for compliance with Title VI requirements such as: the posting of Notice to the Public, evidence of outreach to the limited English populations identified in the subrecipient's LEP Plan, and the location and distribution of complaint procedures.

The schedule of Title VI Program Update submissions is found in **Appendix I**.

8. Determination of Site or Location of Facilities

To ensure compliance with 49 CFR Section 21.9, Metro is required to conduct a Title VI equity analysis for new locations or facilities in order to ensure that locations are selected without regard to race, color, or national origin. Since the last program submission, Metro has approved construction of a transit facility. On January 23, 2014, the Metro Board of Directors approved facility improvements to the Rosa Parks/Willowbrook Metro Station. The Board approval allows for Metro to reconfigure the current Rosa Parks/Willbrook station area and improve safety, enhance transit customers' movements, and provide better connections to surrounding land uses in the Willowbrook community. The project requires Metro to acquire surrounding land and results in the displacement of four businesses. In accordance with FTA Title VI guidance, Metro conducted a Title VI equity analysis prior to the January 23, 2014 Board approval. The Title VI equity analysis resulted in no evidence of disparate impact. The methodology for the analysis was reviewed with the FTA in advance of submittal to the Board. The January 2014 Board Report, which includes the Title VI equity analysis, can be found in **Appendix J**. The January 2014 Board approval is listed as **Item 59**.

DRAFT

REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS

This section addresses the Requirements for Fixed Route Transit Providers section of FTA C 4702.1B. The following information addresses the reporting requirements as described under Chapter IV of the Circular. Supporting documentation can be found in the Appendix to this report.

1. System-wide Service Standards and Policies

To ensure compliance with 49 CFR Section 21.5(b)(2), Section 21.5 (b)(7) and Appendix C to 49 CFR part 21, (3)iii, Metro has set service standards and service policies for each specific fixed route mode of service we provide. The service standards and polices address how services are distributed throughout our transit system and ensure that the manner of the distribution affords users access to these assets. The adopted standards and policies are included in **Appendix K**.

2. Collection and Reporting of Demographic Data

Demographic and service profile maps and charts are included in **Appendix L**.

Metro bi-annually collects ridership information relating to Title VI as described in FTA C 4702.1B. The Customer Satisfaction Survey is a self-administered, on-board, paper survey Metro performs twice a year. The survey has English on one side and Spanish on the other side. The survey is also offered in 9 additional foreign languages, Chinese (Mandarin), Russian, Armenian, Japanese, Vietnamese, Tagalog, Khmer, Korean and Thai.

It is a mostly yes/no survey that focuses on quality of service such as on-time performance, operator courtesy, passenger safety, perception of wait time, distribution of information, system cleanliness and overall satisfaction with service. It also monitors demographic information such as race, ethnicity, income, car availability, gender, and age. The results represent over 98% of Metro's weekday ridership. Every directly operated bus line and rail line is sampled. We survey weekday-daytime bus runs and rail lines. The final results are posted on the Research and Development webpage and presented in a board report and to the Regional Service Councils.

The most recent survey, fielded in late March 2016, resulted in 14,858 system-wide responses. The following information showing minority and non-minority breakdowns and poverty level on Metro transit is taken from that latest survey. About 88 % of passengers are minority and 12% are non-minority (white or Caucasian). About 45% of passengers are above the poverty line and 55% are below the poverty line.

A blank copy of the survey along with a language card used to inform limited English Proficient customers of the survey can be found in **Appendix M**. Some results of the survey are as follows:

Satisfaction with Service

Both minority and non-minority passengers agree that they are generally satisfied with Metro Transit service (89%).

Travel Information

A majority of minorities and non-minorities walk to their FIRST bus or rail for a particular trip (77% and 67% respectively). The difference in waiting time for the FIRST bus or rail for minorities and non-minorities is approximately one minute, with minorities waiting an average of 9.05 minutes and non-minorities 8.01 minutes.

Twenty-one (21) percent of minorities have a car available for the current transit trip versus 40% of non-minorities.

Fares

Below is a table of fare types for both minorities and non-minorities for the first Metro bus or train on the current trip. Most fare types are similar except for the 7-Day pass, Day Pass, TAP Stored Value and Cash (One Way).

Fare Type	Minority	Non-Minority
30-Day Pass	26%	21%
7-Day Pass	14%	7%
Day Pass	9%	6%
TAP Stored Value	17%	36%
Cash (One Way Ticket)	22%	15%
Token	3%	2%
Metro Transfer	1%	1%
EZ Transit Pass	1%	3%
Inter-Agency Transfer	1%	0%
Metrolink Transfer	1%	3%
Other	6%	7%
Total	100%	100%

Below is a table of discounted fare types for both minorities and non-minorities. Twenty-six (26) percent of minorities receive a discount on their fare versus 28% of non-minorities receive a discount on their fare.

Fare Type	Minority	Non-Minority
Student (K-12)	28%	12%
Student (College/VOC)	26%	17%
Rider-Relief	9%	4%
Senior/Disabled/Medicare	37%	68%
Total	100%	100%

3. Monitoring of Transit Service

The monitoring results assess conformance with Metro adopted Service Policies and Standards. In instances where standards are not met, the reasons for non-conformance and the incorporation of a plan of action for achieving conformance are discussed in depth in the report submitted to the Metro Board. A brief discussion of these same issues follows below.

The results of the monitoring program, accompanying Board Report and Meeting minutes approving the results can be found in **Appendix N**.

Metro has determined that a disparate impact will be found to exist where there is a 10% or greater difference between the percent conformance to a service standard or policy for predominantly minority areas versus non-minority areas. The results of the monitoring program indicate that a disparate impact exists in the area of on-time performance.

On-Time Performance

On-Time Performance Standards were recently revised in October 2015. The current standards are depicted in Table C-1. Ninety percent of bus lines must meet the standard in at least 90% of all time periods monitored. Rail lines are expected to achieve the standard or better on a daily basis. Monitoring data is from the January-March 2016 time period.

WEEKDAY	Minority Bus Lines	Non-Minority Bus Lines	Poverty Bus Lines	Non-Poverty Bus Lines
# of Bus Lines	70	70	70	70
# of Lines Meeting Std.	4	3	1	6
% Compliance	5.7%	4.3%	1.4%	8.6%
SATURDAY				
# of Bus Lines	55	53	58	50
# of Lines Meeting Std.	2	6	2	6
% Compliance	3.6%	11.3%	3.4%	12.0%
SUNDAY				
# of Bus Lines	49	52	54	47
# of Lines Meeting Std.	5	11	5	11
% Compliance	10.2%	21.2%	9.3%	23.4%

Observed data from Jan-Mar 2016
 90% of lines must meet standard at least 90% of all time periods

The conformance of Metro bus lines to these standards is summarized in the table above for weekdays, Saturdays and Sundays. Overall bus on-time performance compliance is poor with only 7 of 140 weekday bus lines (5.0%), 8 of 108 Saturday bus lines (7.4%), and 16 of 101 Sunday bus lines (15.8%) meeting the standard by exceeding the target in at least 90% of all time periods operated.

Therefore, although it appears Metro has a disparate impact in the area of bus On-Time Performance, the larger issue is Metro's non-conformance to bus on-time performance standards system wide. Metro is committed to reducing the disparate impact revealed in the area of bus on-time performance by reassessing our on-time performance standard and focusing on improving the overall on-time performance for all bus lines.

Vehicle Assignment

There was no disparate impact in bus fleet age for minority compared with non-minority bus lines. However, for rail lines, the Blue and Expo lines had significantly older equipment in comparison to other rail lines at the time the data was analyzed. A substantial order of new rail cars was in the early stages of delivery and acceptance at that time. In order to remedy the possible disparate impact in the area of rail vehicle assignment, new light rail cars will be deployed on both of these lines to replace older equipment. The Gold Line, a non-minority line, had significantly newer equipment because the first new vehicles had to be assigned to it in order to operate the Azusa Extension. These disparities should even out once the new car order is fully delivered and vehicle assignments are adjusted accordingly. Additionally, in June 2016, Metro updated the Rail Vehicle Assignment policy.

Rail Vehicle Deployment by Age and by Line – The rail vehicle deployment policy is revised so that the deployment of vehicles is clearly sensitive to average age of the fleet assigned to each rail line. The new policy objectives is that no line shall have an average age of fleet that is more than 20% greater than the average for the entirety of the Light Rail mode or Heavy Rail mode.

This update will ensure that Metro's Vehicle Assignments Service Policy will not create a disparate impact based on race, color, or national origin.

4. Equity Evaluation of Service and Fare Changes

The FTA Title VI regulations presented in Circular 4702.1B prohibit discrimination on the basis of race, color and national origin and require transit providers operating 50 or more vehicle during peak service and in a UZA of 200,000 or more, review their policies and practice to ensure that their service and fare changes do not result in disparate impacts on the basis of race, color and national origin. Therefore, Metro has developed major service change and fare change thresholds to determine whether those changes will have a discriminatory impact on the basis of race, color and national origin.

Bus and Rail services are adjusted two times per year, in June and December. The purpose of these adjustments, otherwise referred to as a Shake-Up, is to improve schedules and modify routes to adapt to the current operating environment. Not every adjustment during the biannual Shake-Up meets Metro's threshold for a major service change however for the adjustments that do meet the major

service change thresholds, Metro conducts a Title VI Service Equity Analysis to ensure that the planned changes do not have a disparate impact on the basis of race, color and national origin or a disproportionate burden on low-income individuals. In addition to the Title VI Service Equity Analysis, Metro conducts public hearings for the major service changes.

During this three year reporting period, Metro conducted Title VI Service Equity Analyses for the service changes in the June 2014, December 2015 and June 2016. The Title VI analysis and Board Minutes demonstrating Metro Board's considerations and approval of the Title VI analyses of the major services changes are found in **Appendix O**. Note that the June 2014 Service Change approval is listed as **Item 29**; the December 2015 Service Change approval is listed as **Item 38**; and the June 2016 Service Change is listed as **Item 28** in the board meeting minutes.

In addition to the major services changes, Metro had two New Start projects, the Gold Line Foothill Extension and Expo 2. Both rail extensions provide increased options for mobility for our customers. The Title VI Analyses and Board Minutes demonstrating Metro Board's approval of the Title VI analyses of the two New Start projects are found in **Appendix O**. The Gold Line Extension and Expo 2 approval is listed as **Item 66**.

Finally, the three fare changes that occurred during this reporting period were a Fare Restructuring in September 2014; Replacement of Interagency Transfers with a Tap Based Method; and All Door Boarding for our Metro Silver Line and Rapid Bus.

The Board Reports, which includes the Title VI analyses, are found in **Appendix P**, along with the notice of public hearing, agenda for the public hearing regarding the fare change, and the Board Minutes approving the change. Note that the 2014 Fare Restructuring approval is listed as **Item 54**; the Replacement of Interagency Transfers with a Tap Based Method is listed as **Item 9**; and the All Door Boarding for our Metro Silver Line and Rapid Busses is listed as **Item 31**.

Description of Public Engagement

As outlined in our 2013 Title VI Program Update, Metro Community Relations initiated an outreach program to solicit public input on the agency's proposed major service change policy and definitions of disparate impact and disproportionate burden in accordance with Title VI guidelines. Community Relations worked with Metro's Office of Civil Rights and the Communications department to develop a visual presentation that explained the proposed service change policy. Numerous presentations were given on the proposed major service change policy and disparate impact and disproportionate burden policy, including an overview of Title VI of the Civil Rights Act and the Executive Order on Environmental Justice. In September 2013, Metro's Board of Directors adopted the Major Service Change Policy, the Fare Change Policy, the Disparate Impact threshold and the Disproportionate Burden threshold.

Since the 2013 Title VI Program, Metro has not made any changes to the adopted Major Service Change Policy, Fare Change Policy, Disparate Impact threshold and Disproportionate Burden Policies. In July 2016, Metro made several informational presentations to our Service Councils to provide them with a refresher course on our Fare Change Policy, Major Service Change Policy, Disparate Impact and

Disproportionate Burden Policies. A copy of the Presentation can be found in **Appendix Q**. The Board adopted Major Service Change Policy, Disparate Impact Policies and Disproportionate Burden Policies are as follows:

Major Service Change Policy

A major service change is defined as any service change meeting at least one of the following criteria:

1. A revision to an existing transit route that increases or decreases the route miles by 25% or the revenue service miles operated by the lesser of 25%, or by 250,000 annual revenue service miles at one time or cumulatively in any period within 36 consecutive months;
2. A revision to an existing transit service that increases or decreases the revenue hours operated by at least 25% or by 25,000 annual revenue service hours at one time or cumulatively in any period within 36 consecutive months;
3. A change of more than 25% at one time or cumulatively over any period within 36 consecutive months in the number of total revenue trips scheduled on routes serving a rail or BRT station, or an off-street bus terminal serving at least 4 bus routes;
4. A change of more than 20% of the total system revenue miles or revenue hours in any 12 month period;
5. The implementation of any new transit route that results in a net increase of more than 25,000 annual revenue hours or 250,000 annual revenue miles; or
6. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1 – 5 above.

Fare Change Policy

A Fare Equity Analysis shall be prepared for any fare change (increase or decrease). This includes, but is not limited to:

1. Permanent fare changes, temporary changes, promotional fare changes and pilot fare programs. The analysis will evaluate the effects of fare changes on Title VI protected populations and low-income populations. The analysis will be done for fares not available to the general public such as special discount programs for students, groups or employers.
2. If fare changes are planned due to the opening of a new fixed guideway project, an equity analysis shall be completed six months prior to opening of the service.
3. Each Title VI Fare Equity Analysis shall be completed and presented for consideration of the board of Directors in advance of the approval of the proposed fare or fare media change by the Board of Directors. The Equity Analysis will then be forwarded to the FTA with a record of action taken by the Board.
4. A Title VI analysis is not required when:
 - A change is instituted that provides free fares for all passengers
 - Temporary fare reductions are provided to mitigate for other actions taken by Metro
 - Promotional fare reductions are less than six months duration

An equity analysis must be conducted prior to making any temporary fare change into a permanent part of the fare system.

Disparate Impact

Major Service Changes:

- A disparate adverse impact will be deemed to have occurred if the absolute difference between the percentage of minorities adversely affected and the overall percentage of minorities is at least 5% or if there is a 20% or greater percent difference between the percentages of these two groups.

Fare Changes:

- A disparate adverse impact will be deemed to have occurred if the absolute difference between the percentage of minorities adversely affected and the overall percentage of minorities is at least 5% or if there is a 35% or greater percent difference between the percentages of these two groups.

Disproportionate Burden

Major Service Changes

- A disproportionate burden will be deemed to exist if absolute difference between the percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least 5% or if there is a 20% or greater percent difference between the percentages of these two groups.

Fare Changes

- A disproportionate burden will be deemed to exist if absolute difference between the percentage of low-income adversely affected by the fare change and the overall percentage of low-income persons is at least 5% or if there is a 35% or greater percent difference between the percentages of these two groups.

5. Metro Board Approval for 2016 Title VI Program Update

Documentation of Board approval for Metro's 2016 Title VI Program Update can be found in **Appendix R**.